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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,744	11/02/2001	Toshio Ueno	01701/LH	3837

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EXAMINER

LIN, KELVIN Y

ART UNIT	PAPER NUMBER
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2142

DATE MAILED: 02/09/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No. 10/002,744	Applicant(s) UENO, TOSHIO	
	Examiner Kelvin Lin	Art Unit 2142	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
 - If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
 - If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
 - Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on ____.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☐ Claim(s) 1-14 is/are pending in the application.
- 4a) Of the above claim(s) ____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) ____ is/are allowed.
- 6) ☒ Claim(s) 1-14 is/are rejected.
- 7) ☐ Claim(s) ____ is/are objected to.
- 8) ☐ Claim(s) ____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 March 2002 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. ____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|--|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. ____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>9/23/04</u> . | 6) <input type="checkbox"/> Other: ____ |

Detailed Action

Specification

1. The title is not descriptive. A new title is required that is clearly indicative of the invention to which the claims are directed.
2. Appropriate correction is required

Claim Rejections - 35 USC § 102

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-14 are rejected under 35 USC 102(e)
as being anticipated by Neumann et al., (US Patent 6735592).
3. Regarding claim 1, Neumann teaches a technical support system comprising:
 - a service information portal section which provides web pages as an information input and output interface (Neumann, col.14, l.8-11, col.15, l.38-40);
 - a knowledge base section which stores various claim reports and solutions answered by engineers with respect to the claim reports (Neumann, col.18, l.65-67); and
 - a claim handling section which searches said knowledge base section for solutions which match a claim content input to a client web page (Neumann, col.16, l.1-2, col.18, l.7-36);
wherein said claim handling section is configured to perform an ordinary search of collecting the claim reports from said knowledge

base section based on product information input as the claim content (Neumann, col.17, l.7-9. col.18, l.30-36), and an extended search of extracting predetermined items of claim definition information in a standard term from claim details of a natural language form input as the claim content by referring to a synonym table which converts synonym terms having the same technical meaning into the single standard term and then deriving a reduced number of solution candidates based on a combination of the claim definition information items from the claim reports obtained in the ordinary search (Neumann, col.23, l.33-46).

4. Regarding claim 2, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section is configured to check a missing item of the product information based on the claim definition information obtained in the standard term in said extended search, and fill out the missing item of the product information with the standard term (Neumann, Table.1, item 6, col.13, l.24-26).
5. Regarding claim 3, Neumann further discloses the technical support system according to claim 2, wherein said claim handling section is configured to check an error item of the product information based on the claim definition information obtained in the standard term in said extended search, and requires confirmation as to whether or not the product information is correct, when the claim definition information is inconsistent with a content of the product information (Neumann,

col.14, l.42-67).

6. Regarding claim 4, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section is configured to check an error item of the product information based on the claim definition information obtained in the standard term in said extended search, and requires confirmation as to whether or not the product information is correct, when the claim definition information is inconsistent with a content of the product information (Neumann, col.13, l.22, col.19, l.2-3, col.27, l.1-3) .
7. Regarding claim 5, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section includes a synonym table which is referred to in the extended search to convert synonymous terms indicative of a problem into a single standard term (Neumann, col.18, l.41-43, col.20, l.48-49, col.23, 32-46).
8. Regarding claim 6, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section includes a synonym table which is referred to in the extended search to convert synonymous terms indicative of a unit corresponding to a problem occurring position into a single standard term (Neumann, col.23, l.34-36).
9. Regarding claim 7, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section includes a synonym table which is referred to in the extended search to convert synonymous terms indicative of a cause of a problem into a single standard term (Neumann, col.23,

l.34-36).

10. Regarding claim 8, Neumann further discloses the technical support system according to claim 1, wherein said claim handling section includes a synonym table which is referred to in the extended search shown to convert synonymous terms indicative of a treatment for a problem into a single standard term (Neumann, col.23, l.34-36).
11. Regarding claim 9, Neumann further discloses a recording medium with a program for a technical support system server which includes a service information portal section which provides web pages as an information input and output interface, a knowledge base section which stores various claim reports and solutions answered by engineers with respect to the claim reports, and a claim handling section which searches said knowledge base section for solutions which match a claim content input to a client web page, said program being arranged for causing said claim handling section to perform an ordinary search of collecting the claim reports from said knowledge base section based on product information input as the claim content, and an extended search of extracting predetermined items of claim definition information in a standard term from claim details of a natural language form input as the claim content by referring to a synonym table which converts synonym terms having the same technical meaning into the single standard term and then deriving a reduced number of solution candidates based on a combination of the claim definition information items from the claim reports obtained in the ordinary search (Neumann, col.4,

I.47-50).

12. Regarding claim 10, Neumann further discloses the recording medium according to claim 9, wherein said program is arranged for causing said claim handling section to check a missing item of the product information based on the claim definition information obtained in the standard term in said extended search, and fill out the missing item of the product information with the standard term (Neumann, Table.1,item 6, col.13, I.24-26).
13. Regarding claim 11, Neumann further discloses the recording medium according to claim 9, wherein said program is arranged for causing said claim handling section to check an error item of the product information based on the claim definition information obtained in the standard term in said extended search, and requires confirmation as to whether or not the product information is correct, when the claim definition information is inconsistent with a content of the product information (Neumann, col.14, I.42-67).
14. Regarding claim 12, Neumann further discloses a technical support method using a knowledge base section which stores various claim reports and solutions answered by engineers with respect to the claim reports, said method comprising:
 - an ordinary search step of collecting claim reports (Neumann col.17, I.7-9);
 - a step of extracting predetermined items of claim definition information in a standard term from claim of a natural language

form input as the claim content by referring to a synonym table which converts synonym terms having the same technical meaning into the single standard term (Neumann, col.17, l.8-9, col.23, l.34-36); and

- an extended search step of deriving a reduced number of solution candidates based on a combination of the claim definition information items from the claim reports obtained in the ordinary search (Neumann, col.12, l.11-14).

15. Regarding claim 13, Neumann further discloses a technical support method according to claim 12, further comprising:

- a step of checking a missing item of the product information based on the claim definition information obtained in the standard term in said extended search (Neumann, col.13, l.24-26).
and
- a step of filling out the missing item of the product information with the standard term (Neumann, Table.1,item 6)

16. Regarding claim 14, Neumann further discloses the technical support method according to claim 12, further comprising:

- a step of checking an error item of the product information based on the claim definition information obtained in the standard term in said extended search (Neumann, col.16, l.30-40 col.23, l.34-36,);
and

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- a step of requiring confirmation as to whether or not the product information is correct when the claim definition information is inconsistent with a content of the product information (Neumann, col.16, l.48-67).

Conclusion

The prior art made of record and not relied upon is considered pertinent to application's disclosure.

- Keith Jr ., (PG Pub No. 2002/0032672) Method And Apparatus For Formatting Information Within A Directory Tree Structure Into An Encyclopedia-Like Entry.
- Kern et al., (PG Pub No. 2002/0059369) Method And Apparatus For Creating And Distributing Non-Sensitized Information Summaries to Users.
- Rangan et al., (US Patent No. 6802042) Method And Apparatus For Providing Calculated And Solution-Oriented Personalized Summary-Reports To A User Through A Single User-Interface.
- Christfort et al., (PG Pub 2002/0120684) Customizing Content Provided By A Service.
- Beck et al., (US Patent No. 6539419) Method And Apparatus For Providing Media-Independent Self-Help Modules Within A Multimedia Communication-Center Customer Interface.
- NPL – Hilbert et al., An Approach to Large-Scale Collection of Application Usage Data Over The Internet, ACM, Proceedings of the 20th


International Conference on Software Engineering, April, 1998, pp.136-142.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kelvin Lin whose telephone number is 703-605-1726. The examiner can normally be reached on Flexible 4/9/5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Jack Harvey can be reached on 703-305-9705. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Kyl
2/02/05


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